



June 20, 2011

NEWS FROM VOLUNTEER SERVICES

by Diane Lemker

The American Red Cross, Iowa Rivers Chapter, has been working with us over the past two years to purchase items to benefit our residents through the Services to Armed Forces Grant.

The 2010-2011 grant has been used to buy DVDs & large print books for the library, CD boom boxes and iTunes cards for Music Therapy, equipment & supplies for Arts & Crafts, DVD players, headphones, blenders, roasters, bicycles, gas grills, clothing items, forever stamps, a 9-ft. Christmas tree, and resident Christmas presents, as well as gardening tools and supplies, including spades, garden rakes, hose & reel, watering cans, tomato cages and a storage chest for garden tools.

The financial support provided by the American Red Cross through these grants has allowed us to expand programs and services we offer our residents.



*Dam to Dam
participants from
IVH – more info on
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IVH Insights

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Commandant's Corner

"Certified Nursing Assistant Week" is June 16-23. Career Nursing Assistants are trained professionals who work closely with other health care professionals to provide quality care and also to elevate the status of their chosen profession. The Certified Nursing Assistants ("CNA's") at IVH are instrumental in promoting and safeguarding the physical, mental, emotional, and spiritual well-being of our residents and their families.

The happiness of our residents depends in large part on the CNA's, who provide daily, conscientious, hands-on care.

According to the Centers for Medicaid & Medicare Services, more than 4.5 million caregivers provide hands-on care to our nation's frail, elderly, or

chronically challenged citizens in nursing homes and other long term care settings.

The Iowa Veterans Home currently employs 296 CNA's. These hardworking employees are here every minute of every day providing as much as 70-90% of the direct care received by our residents. As you are all aware, change is everywhere and CNA's are being called upon more than ever before to address issues such as Person Centered Care and Culture Change.

I ask everyone to take a moment and recognize these hardworking staff who make up a great part of our mission. I thank all of our CNA's.

Commandant David Worley

Parting Thoughts from Jim Elliott (retired May 31, 2010)

I have enjoyed working at IVH because I had the opportunity to work with lots of people who liked the work and liked the residents. And I liked learning from the residents about their lives and their experiences. And most of all, working here gave me chances to try new ideas and I got support from others. So thanks for all that you do every day and for letting me share in the work with you. Here are some people who I learned from while I was at IVH: **John Mathes** - work harder to understand than to be understood; **Commandant Jack Dack** - we are all here for the residents; **Bob Cormack** - people move to IVH to live, not to die so help them to live; **Jimmy Ware** - if you work at IVH you should be able to fix anything that is wrong; **Gov. Robert Ray** - usually the best things you will do in life you will do for fun and for free. No great reward, just the knowledge of good works done well.



Pie in the Face for the Cancer Race



It is time once again for our Annual "Pie in the Face for the Cancer Race" contest to support the American Cancer Society Relay for Life. This year's candidates are:

Angie Klinefelter (Housekeeping), Steve Messer (Pharmacy), Laura Haugen (Medical Clinic), Barry Manz (Security), Vic Hubert (Maintenance), Carl Trask (IT), Lori Reed (Rehab), Connie Tribby (NUC), Amanda Thill (Nurse Supervisor).

"Voting" will begin Friday, June 10 and end Tuesday June 21 at noon. One dollar = one vote. Money may be given to Angie Snyder or Sarah Workman in nursing office. The top three vote getters will get "pied" on Thursday, June 23 at 1:30 in the Malloy courtyard. Check the poster outside the Nursing office for updates.

IVH Insights is a twice-monthly publication of the Iowa Veterans Home.

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Call ext. 4397 or
send to PR/Mktg Dept.

Heinz Hall Update *by Fred Lembke*

We continue to have residents leave the Iowa Veterans Home to transition back into the communities. Some of these individuals need employment because of their lack of benefits, or to supplement their benefits. When someone is seeking employment, I strongly encourage a thorough job search, clean application, a resume, and use of a cover letter.

As we all know, the employment picture in this area and throughout the state is not the best. The Midwest has had the lowest unemployment rates in the country with some states having double or triple our rate. In order to get additional job seeking assistance, I refer our residents to other agencies to get additional help.

The first stop is the Iowa Workforce Development (IWD) with an office in Marshalltown, or job openings can be accessed on a statewide basis at iowajobs.org.

The local office here a veterans representative that works Monday through Friday 8 am to noon. Many of the IWD offices have a veteran's representative assigned to an area of the state. Also housed in the IWD office is the AARP Foundation that offers part time temporary employment for people 55 and older who meet income guidelines. They give preferential treatment to the veteran. They also have offices in other areas of the state.

Marshalltown Community College has a job list that comes out once a week by e-mail. These job openings encompass Marshalltown and the surrounding areas. Several of our residents are receiving the job list weekly.

When looking for employment, you have to look in many areas, make it a full time job and be aggressive. Our residents have some barriers such as age, skills and transportation. It makes finding employment a bigger challenge.

Nursing Department *by Sarah Workman*

The Registered Nurse shortage in the United States and throughout the world is reaching concerning proportions. Statistics show that half of the nursing workforce will reach retirement age by 2020, only adding to the problem. Between 1983 and 1998, the average age of Registered Nurses increased from 37 to 42 and the number of RNs under the age of 30 decreased by 41%. It is currently estimated that 40% of RNs are more

than 50 years of age and by 2020 there will be a 20% shortage of RNs.

One reason for the shortage is the change in generations. The baby boomers caused a large population increase where as Generation X-ers saw a drop. This resulted in a smaller workforce population. Generations since the baby boomers have shown a 40% decrease in women choosing nursing as a profession. There are currently 2.4 million Registered Nurses in the United States, with grave concerns this will not be sufficient to meet the ever growing and more complex health demands of the population.

(Resource: *Nursing Shortage in the United States: Nursing Essays.com*)



Admissions Update *by Doug Freeman*

The Iowa Veterans Home is governed by Chapter 10 of the Iowa Administrative Code. 10.12(35D) of the Administrative Code states one of the responsibilities of those who reside at the Iowa Veterans Home is “to apply for all benefits due,” which includes Medicare Plans.

The Medicare staff is part of the Admissions & Resident Finances Office. Medicare is classified into four different categories. **Part A** covers Hospital stays, skilled nursing services, hospice, and home health care under certain conditions. **Part B** covers medical services (better known as fee for services) such as outpatient care and doctor services. Some preventive care is also covered to maintain your health status and minimize the chances that other illnesses might become more severe. **Part C** is a Medicare Advantage Plan. Part C plans are privately managed by insurance companies approved by Medicare. The coverage combines Part A, Part B and Part D. These plans have co-payments, coinsurance and deductibles that vary. **Part D** provides assistance covering prescription drug expenses.

Residents are responsible for carrying Medicare Part B insurance, when eligible. Residents are also responsible for delegating IVH to authorize enrollment in a prescription drug plan (Part D).

The Iowa Veterans Home makes allowances for the cost of these premiums when calculating the cost of care. This allows us to be reimbursed for services and medications provided to our residents.

The revenue generated by Medicare Part B and D at this facility is approximately \$ 3,500,000.00 dollars annually. This revenue is part of the formula that is used to calculate the cost of care. Every additional dollar that is generated helps reduce the residents cost of care.

“When Dad came to the IVH, he was hesitant that he wouldn’t be able to enjoy the quality of life he had at home. But the staff at IVH provided such excellent care and opportunities for him, he could not have been happier.”

Ruth Hobin – Ankeny, IA

“Phishing” – the bad guys want to trick you *by Carol Ward*

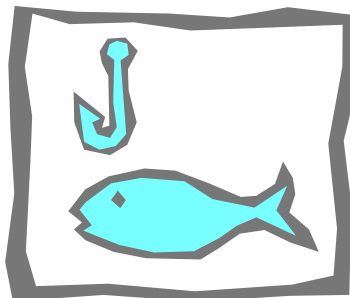
Phishing (pronounced “fishing”) is a way of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication. Communications claiming to be from popular social web sites, auction sites, online payment processors or IT administrators are commonly used to lure the unsuspecting public. Phishing is typically carried out by e-mail or instant messaging (on-line chatting) and it often directs users to enter details at a fake website whose look and feel are almost identical to the legitimate one.

Phishing is an example of “social engineering” techniques used to deceive users, and exploits the poor usability of current web security technologies. Attempts to deal with the growing number of reported phishing incidents include

legislation, user training, public awareness, and technical security measures.

In June of 2011 hundreds of GMAIL user accounts were compromised using Spear phishing techniques. The Spear phishing method is more sophisticated because the email could come from an individual that the user knows.

Remember that you may be targeted almost anywhere online, so always keep an eye out for those “phishy” schemes and **never feel pressure to give up personal information online. If in doubt, pick up the phone and verify the request.**



MEDICAL SERVICES

by Laura J. Haugen, Nurse Manager

The Medical Clinic is glad to announce that the contracts for the specialty physicians have been finalized for the new fiscal year. Services will continue to be provided by Dr. Neff, Dr. Young, Dr. McDonald, and Dr. Weiss. The clinics by these physicians are provided in the IVH Medical Clinic and do not require travel by the resident to outside facilities. The Medical Clinic provides scheduling, escort, nursing, and dental assistant/hygienist support for these clinics. For the month of May, 265 residents were seen in the IVH Medical Clinic setting.

IVH Staff Participate in Dam to Dam Race

On June 4th, several IVH staff participated in Iowa’s “long distance classic” from Saylorville Dam to downtown Des Moines.

20K: Dr. Bruhl, Vini Soukavong, Kris Rode, Mark Minear, Shara Coleman, Joellen Ferguson, Amanda Thill, Sarah Woodward.

5K: Sarah Fogle, Chaplain Craig Nelson, Darcie Lunsford.

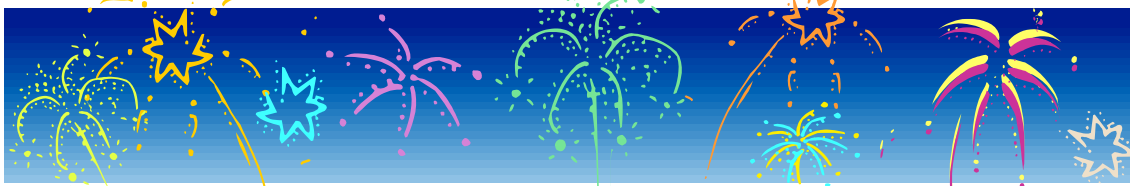


9th Annual Don Laughlin Music Festival

Auditions for the Don Laughlin Music Festival will be held in July. The event will be held on Saturday, September 17 from 10-11:30 am. Residents, friends and staff are encouraged to audition and participate. Call ext. 4330 to set up a time.

Upcoming Events

Day	Date	Time	Event	Location
Wed	6/22	4:00 pm	Little League Game	IVH Field
Mon	6/27	9:00 am	Legislative Town Hall Meeting	Dack LRC
Tues	6/28	9:00 am	Deferred Compensation Distributions	Whitehill Aud
Mon	7/4		Independence Day	
Sat	7/23-7/24		Marshall County Relay For Life event	MHS Track
Sat	9/17	10-11:30 am	Don Laughlin Music Festival	Malloy LRC



Announcements

There is still time for you to join the **IVH Relay for Life of Marshall County Team**. Please contact me ASAP if you are interested in joining the team. The Event will be held Saturday July 23rd, starting at 6pm at the Marshalltown High School Track. Each and every one of us probably knows someone, has taken care of someone, has battled cancer yourself or has lost someone to cancer. Please consider either participating or donating money to this worthy cause. Hopefully there will be a cure for cancer someday. Thank-you!! *Amanda Thill*

Congratulations to the winners of the IVH Golf Tournament: Mark Keith's team and Greg Schaa's team. Both scored a 67 and nearly everyone who participated took home a prize.

Congratulations to the winners of the IVH Resident Council Raffle:

\$100	Shannon Otto
\$50	Mike Croskey
\$50	Letha Foreman
\$25	Marilyn Veenstra
\$25	Gary Banzhaf
\$20	Kim Marsh
\$20	Betty Bryant
\$20	Marvin Johnson
\$20	Betty Decker
\$20	Leland Haines

The **IVH Dugout** will be open every weekend until Labor Day. They will be serving a variety of hot and cold items. Please stop by and enjoy a snack or meal.

The **IVH Canteen** will close at 12:30 pm on Thursday, June 30 for inventory.

Alliant Energy Presents Rebate Check to IVH

Pictured at right, IVH Commandant David Worley (left) and IVH Facilities Director Kathy Shannon (center) accept a \$67,731.69 check from Alliant Energy Key Account Manager David Vollmar (right). The check represents the amount of energy savings rebates received from Alliant Energy through the conservation efforts as well as the use of energy efficient building and remodeling products.



Business Services Update *by Greg Wright*

The Iowa Legislature is still working on state agency budgets, so nothing has been finalized yet. What I know today is that the House is recommending a status quo state appropriation for fiscal year 2012, which is \$8,952,151. Also, we will only be allowed to keep the first \$500,000 of funds carried into FY12 from FY11. The remaining balance will be sent to the Iowa Department of Human Services.

With the constant evolution and complexity in computer software, the need to stay current with computer hardware is paramount. Many IVH computers are four years old and some even older. IVH recently received approval to purchase 150 new desktop computers. In the coming weeks, the IT department will begin a computer replacement cycle. The plan is to swap out the oldest models first. This process will take several weeks to complete. The IT staff will do their best to minimize any computer downtime during the exchange. Your patience is greatly appreciated during this process.